Update on the Walk-in Centre Consultation Process

Report of the Barking and Dagenham Clinical Commissioning Group

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Summary:
The consultation on the future on the Walk-in Centres started on 27 February 2013 and will run for 12 weeks closing on 21 May 2013. This report updates the Select Committee on the consultation so far, listing the consultation activities for Members’ information and providing detail of how it has been promoted within the community.

Dr Mohi (Chair of the Clinical Commissioning Group) and Sharon Morrow (Chief Operating Officer, CCG) will be present at the meeting to field further questions and comments from Members of the Walk-in Centre issue.

Recommendation(s)
The HASSC is asked to:

- Note the consultation arrangements giving comments on its scope and reach; and
- Continue to scrutinize the Walk-in Centre proposal ahead of the HASSC submitting its formal response.

1. Introduction

1.1. The urgent care system (A&Es, GP urgent appointments, GP out of hours service, walk in centres and urgent care centres) is complicated for patients to use and expensive to manage and run. We need a simpler, better system so that local people can get the urgent care they need.

1.2. In recent months across England, NHS walk-in services – where people simply walk in off the street and ask for help - have been increasingly under the spotlight. Clinicians have become concerned that rather than easing pressure on other services, such as A&E, they are simply creating extra demand and bypassing existing services such as GPs, pharmacists, out of hours services and sensible self-care. As a result, many walk-in services have closed.

1.3. Barking and Dagenham CCG believes that walk-in centres in Barking and Dagenham are not providing the best care for local people and not providing the best value for money. In particular:
The easy availability of walk-in appointments is discouraging residents from visiting or registering with a GP.

One third people attending them needed no treatment at all.

A&Es, urgent care centres and walk-in centres do not provide the best care for many conditions.

A busy A&E or walk-in centre is not necessarily the best place for many people (for instance people with a mental health problem) to receive care. GPs can and do provide this service.

GPs and nurses tell us there are too many people visiting walk-in centres who are not managing (or being helped to manage) their long term condition, so they end up seeking urgent help later on.

1.4 As a result, Barking and Dagenham CCG is holding a consultation on proposals to close the walk-in service at Broad Street, consolidate walk in services at Barking Community Hospital and improve other urgent care services in the borough.

2. Promoting the consultation

2.1 Two public drop-in events have been organised where people can come along, ask questions, share their opinions and find out more.

- Barking Learning Centre, 19 March, 2-7pm - 2 Town Square Barking IG11 7NB
- Dagenham Library, 23 April, 3-7pm - 1 Church Elm Lane Dagenham RM10 9QS

2.2 An advertisement was placed in the Barking and Dagenham Post promoting the consultation and the drop in sessions – one in early March and another in early May.

2.3 At the first drop-in session on 19 March we engaged with around 30 people and received 10 responses to the consultation.

2.4 The second session is on 23 April – the CCG is happy to update the scrutiny committee after this event.

2.5 A media release announcing the launch of the consultation was sent to local media and resulted in several pieces of coverage.

2.6 The CCG has offered to meet with councillors in the affected wards around Broad Street/Upney Lane, but none have yet taken up this offer. The CCG believes this would be a good opportunity to consider issues fully, and would welcome take up of this offer.

2.7 Electronic copies of the consultation were sent to:
- All GP practices in Barking and Dagenham
- LBBD health scrutiny committee
- LBBD Health and wellbeing board
- Barking and Dagenham MPs – Margaret Hodge and Jon Cruddas
- All LBBD councillors
• Local media
• London Assembly members for the area
• Transport for London
• Strategic Health Authority (NHS London)
• Care UK (providers of the Broad Street service)
• Barking and Dagenham LINk
• Barking and Dagenham CVS
• Barking and Dagenham Patient Engagement Forum

2.8 Hard copies of the consultation were also sent to:
• All GP practices in Barking and Dagenham
• WICs
• Dagenham Central Library
• Barking Learning Centre
• Barking and Dagenham Town Hall
• Barking and Dagenham CVS
• Barking and Dagenham LINk
• Children’s centres in Barking and Dagenham

3. **Equalities impact assessment**

3.1 A desktop equalities impact assessment (EIA) was undertaken alongside the preparation for the pre-consultation business case. Plans are in hand for a more detailed EIA to be completed by the end of the consultation. This will include:
• Identifying and reviewing evidence for analysis
• Summarising evidence across the equality strands
• Developing and delivering a plan of EIA stakeholder events
• Collating and summarising feedback.